

**Veltri, Victoria**

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**From:** Stephanie Carrow [carrows@optonline.net]  
**Sent:** Monday, February 09, 2009 3:37 PM  
**To:** Veltri, Victoria  
**Subject:** Testimony for Subcommittee meeting tonight

Dear Ms. Veltri,

Here is my testimony in support of OHA for your use in the Subcommittee meeting tonight and elsewhere. If you need any further information, please let me know:

I am writing in support of OHA, which is crucial for the protection and empowerment of both patients and health care providers.

I am a mental health provider (LCSW), and I find OHA to be vital to getting appropriate action from the health insurance industry. For the past six months, due to the mismanagement at a major health insurance company, I have had the experience of multiple, properly submitted claims being denied and mishandled. I tried to navigate the insurance bureaucracy on my own, to correct what was clearly a widespread systemic problem, with no success. I finally contacted OHA, and within a stunningly short period of time, they were able to cut through the bureaucratic nightmare and have the problem resolved.

It was also so helpful and relieving, after dealing for months with utter indifference and apathy from representatives at the insurance company, to speak with someone at OHA who demonstrated empathy, understanding and concern for the problem I was contending with, and who was able to reassure me that it would be resolved.

OHA is the highly effective, indispensable voice of the state's citizens in health care issues. As such, it is probably also cost-effective. To shut it down would be a grave mistake that could have more costly consequences to the state in the long run.

OHA is invaluable to providers and patients alike, and should be maintained.

Thank you,

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